



FHA Catalyst: **Case Binder** **Module** **User Guide**

U.S. Department of Housing and Urban Development

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Solution Information

	Information
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Version No.	Date	Author	Revision Description
1.0	04/02/2020	HITM	Original Document
2.0	8/31/2020	HITM	Updated for New Case Binder user interface (UI), Loan Review Submission (LRS) Submission Type Functionality

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1. Welcome to the Case Binder Module

FHA Catalyst: Case Binder Module is a web-based secure medium that supports digital delivery of origination documents by the Mortgagees to the Federal Housing Administration (FHA). As part of the Housing Information Technology (IT) Modernization effort, the Case Binder Module will replace the receipt of paper loan origination case binders with an electronic format. FHA Approved Mortgagees can submit single family forward and Home Equity Conversion Mortgage (HECM) loan origination case binder documents electronically for FHA endorsement. Test Case Lenders can also submit Test Cases electronically through this platform, thereby eliminating physical shipment of paper case binder. Mortgagees can submit Notice of Return (NOR) Resubmission documents electronically by uploading into *FHA Catalyst* – Case Binder module.

This document has been developed to provide Mortgagees with guidance on how to upload different categories of loan documents using the Case Binder Module. Please refer to the Single Family Housing Policy Handbook 4000.1 for case binder stacking order, in-depth information on FHA policy, event definitions, reporting timeframes, data elements, and post-audit requirements.

1.1 Navigating the Case Binder Module User Guide

The table of contents for this guide is both searchable and linked. Selecting any of the chapter titles or subheadings will take users directly to the associated section. Users can navigate back to the table of contents by scrolling back to the start of the guide or using the [return to table of contents](#) links at the end of each section.

This guide features step-by-step instructions. Numbered lists, bullets, and screenshots are used to give the step-by-step instructions for completing tasks in *FHA Catalyst*.

Step-by-Step Instructions

1. Instructions describing how to complete tasks appear in lists.
2. Words that point to **links** or **boxes** that the user needs to select will appear in **bold**.
3. These instructions will describe how to complete processes using screenshots.
4. The screenshot may also include boxes, lines, and labels that show which part of the page is important.

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2. Getting Started

This section defines the basic functionalities of Salesforce as well as specific terminology to help Mortgagees (HUD's external users) navigate the system. This section describes how **Mortgagees** upload electronic case binders in the *FHA Catalyst*: Case Binder Module.



2.1 Obtaining Access

Mortgagees seeking access to *FHA Catalyst* – Case Binder module or receive guidance on its use, should contact the FHA Resource Center by emailing answers@hud.gov or by calling 1-800-Call FHA (1-800-225-5342)

2.2 Logging In (for users with *FHA Catalyst* Access)

1. In Google Chrome, navigate to <https://www.hud.gov/FHACatalyst>.
2. Enter your username and password, then select **Login**.

Figure 1: *FHA Catalyst* Login Page

2.3 Resetting Your Password

1. If you forgot your password, select **Forgot Password** (Figure above).
2. Enter your username, then select **Reset Password**. Password reset instructions will be sent to the email address associated with your username (Figure below).

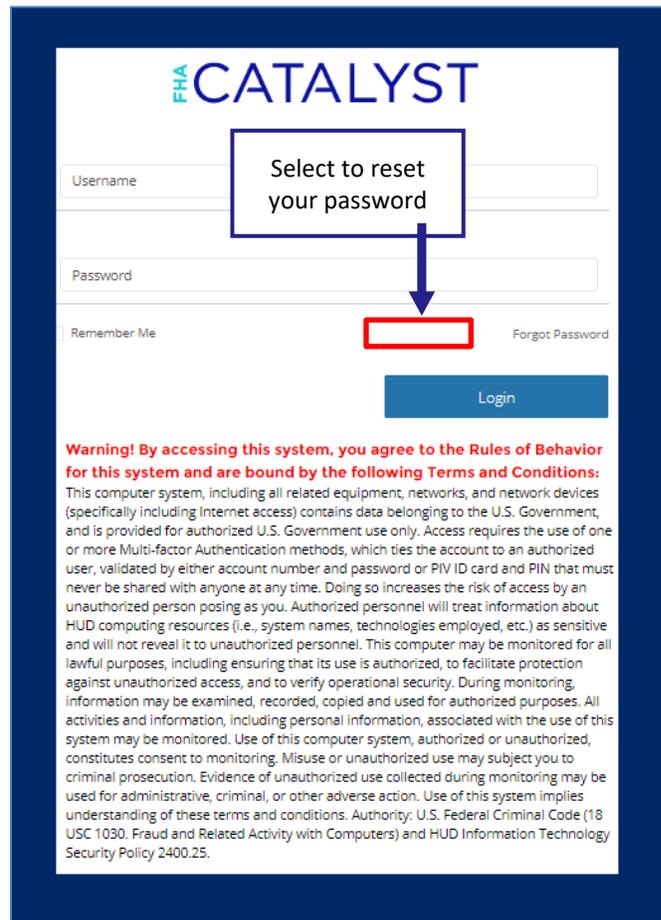


Figure 2: Forgot Password

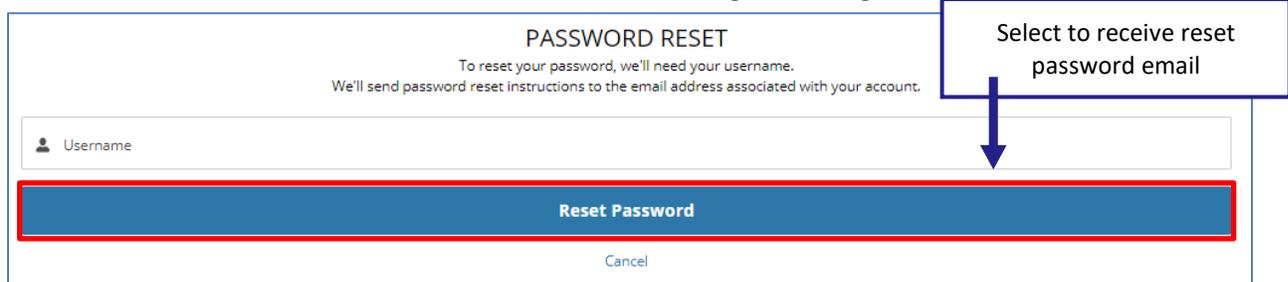


Figure 3: Reset Password

2.4 Logging In (New *FHA Catalyst* Users)

First time *FHA Catalyst* users shall receive an email from FHACatalyst@hud.gov.

1. Check your email for welcome email from FHACatalyst@hud.gov. Note your username for future references.
2. Select the link on the email (utilize Google Chrome web browser), you will be redirected to setup a password.

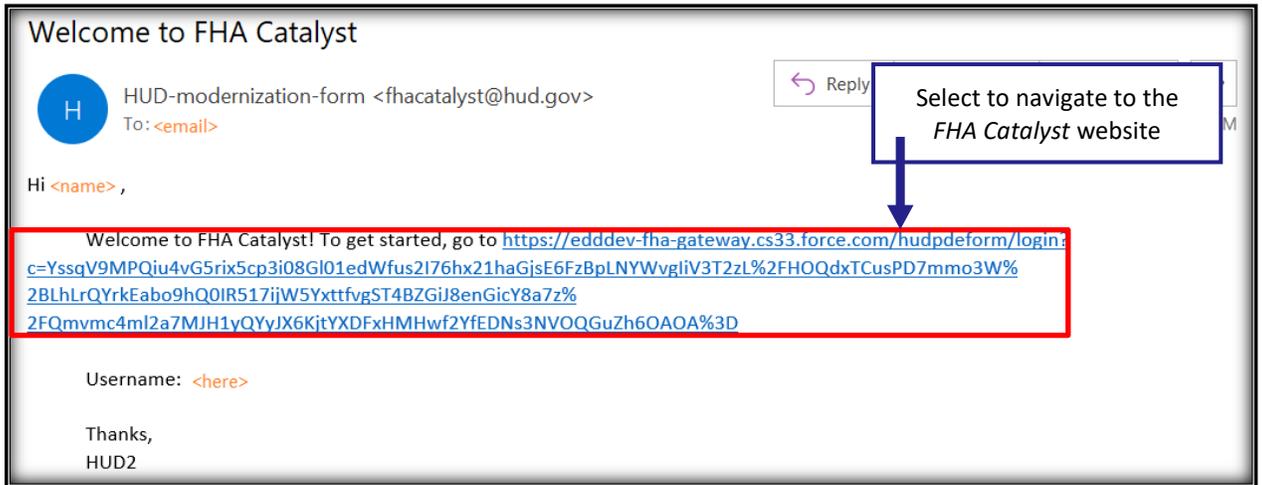


Figure 4: Welcome Email

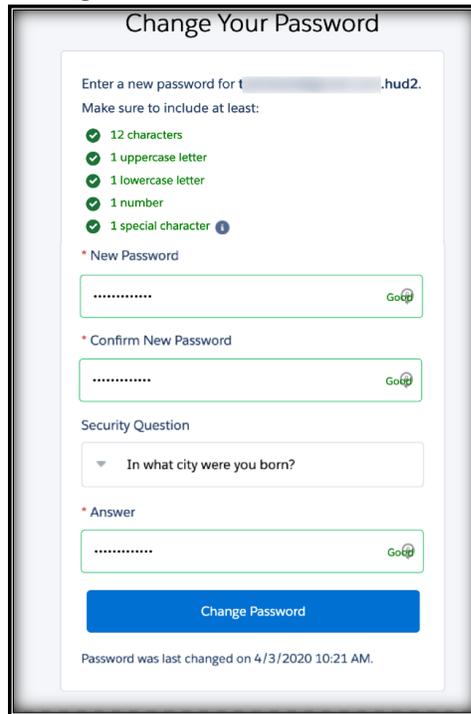


Figure 5: Change Password

3. Enter new password and confirm your password.

Note: The **New Password** and **Confirm New Password** fields must match, and all option button checks must be GREEN, only then will the Change Password button be enabled

4. Select **Change Password** button. Upon successful login, the *FHA Catalyst* Case Binder app is available for Lenders to upload the binders.

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3. *FHA Catalyst* Landing Page

Upon successful login, the Mortgagee is directed to the *FHA Catalyst* Landing Page.

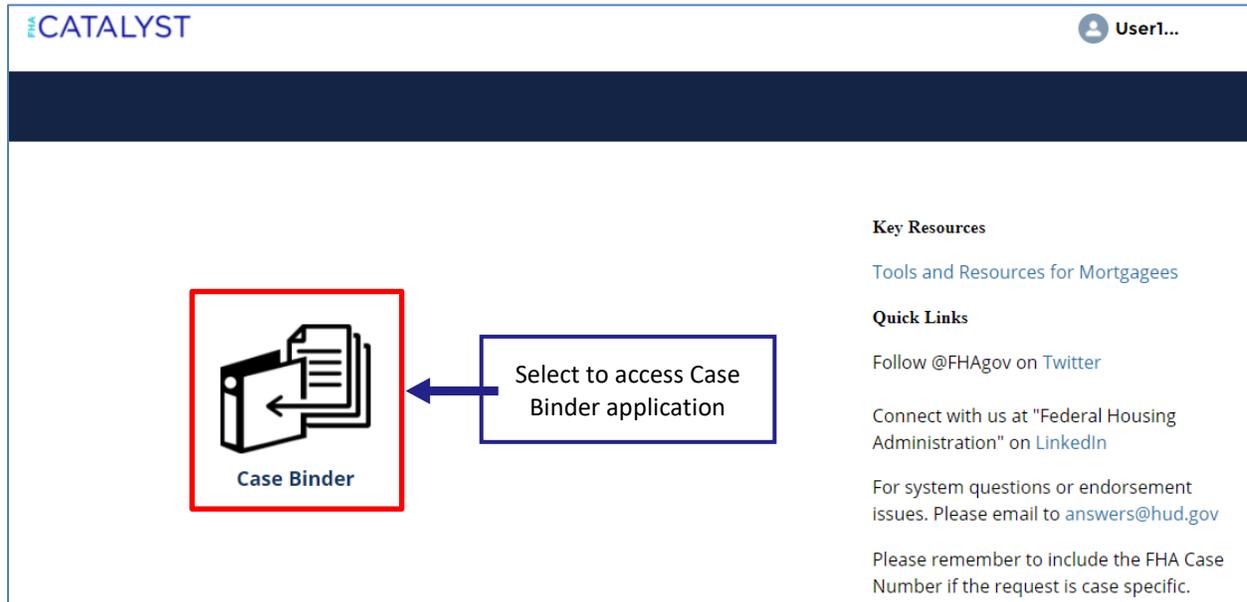


Figure 6: *FHA Catalyst* Landing Page

1. The *FHA Catalyst* Landing Page contains the following items:
 - The **Username** is displayed on the top right of the screen. Users can view their profile and logout when selecting their Username.
 - The **Case Binder** logo is displayed on the center of the page where users will need to select to access the Case Binder application.
 - **Key Resources** are provided on the right of the page where users can access additional resources.
 - **Quick Links** are provided on the right of the page where users can access FHA social media and send any questions or comments to the FHA Resource Center.
2. Select on the **Case Binder** Logo to access the Case Binder application

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4. Case Binder Home Page

The Case Binder Home Page displays a list view of case binders previously uploaded by the mortgagee. It allows for mortgagees to create a new case binder.

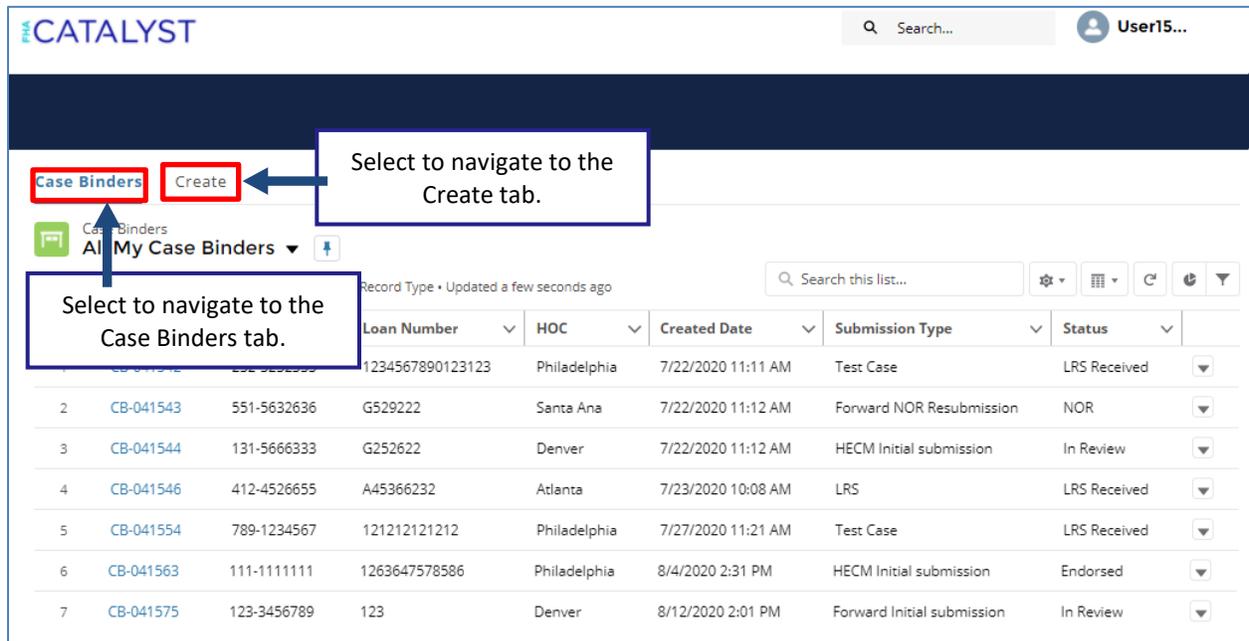


Figure 7: Case Binder Home Page

1. The **Case Binders tab** is placed on the top left of the screen and displays all Case Binders uploaded by the user.
2. The **Create tab** is placed next to the Case Binders tab, which allows the user to Create a new Case and upload a file.
3. The **Listview** provides the user with the ability to view their recently reviewed Case Binder records.
 - To update your filter criteria: Select the Dropdown icon. Select the desired view (Figure below).
 - To set a specific view as the default view every time you navigate to this page, select the Pin icon (Figure below).
 - Ensure to select “All My Case Binders” to view all Case Binders created by the user.

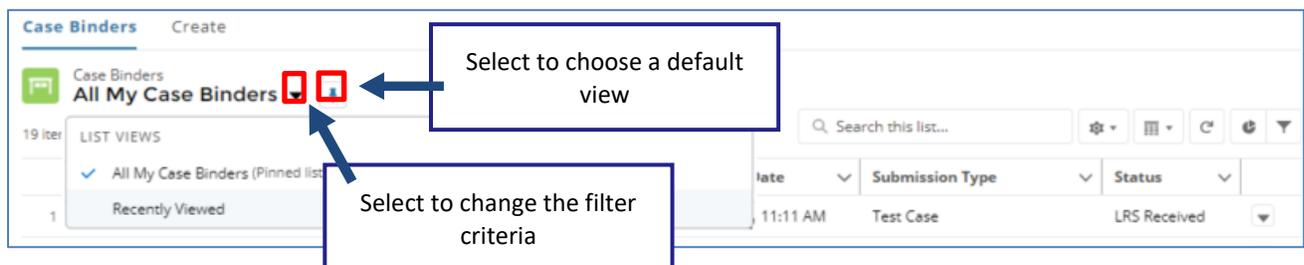


Figure 8: Filter and Pin



- To search for a specific case binder:** enter two values in the search bar and place a space between them. Hit Enter to search.
 - Note: to clear a search and return to the full list view, select the “x” icon in the search bar or delete the entry and press Enter.

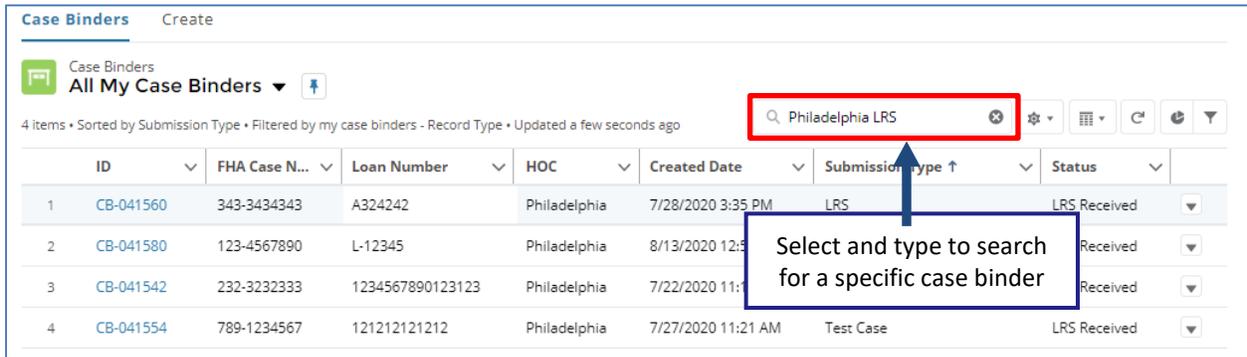


Figure 9: List View Search Bar

- To sort case binder records:** select the name of the column header. The arrow next to the column header name indicates the sort type (ascending or descending).

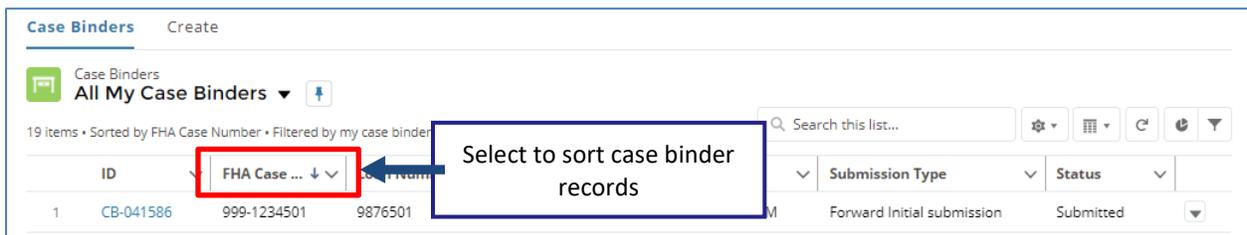


Figure 10: Sorting Columns

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5. Creating a Case Binder

This section describes creation, upload, and submission of an electronic origination case binder by a mortgagee.

- There may be a Virtual Private Network (VPN) connection limitation. If there is an issue, please contact the FHA Resource Center at answers@hud.gov.

5.1 Creating a Case Binder

1. To create a Case Binder, select the **Create** tab.

The screenshot shows the CATALYST interface for Case Binders. The 'Create' tab is highlighted with a red box, and a blue arrow points to it from a text box that says "Select to navigate to the Create tab". Below the tabs, there is a search bar and a table of case binder records.

ID ↑	FHA Case ...	Loan Number	HOC	Created Date	Submission Type	Status	
1	CB-041542	232-3232333	1234567890123123	Philadelphia	7/22/2020 11:11 AM	Test Case	LRS Received
2	CB-041543	551-5632636	G529222	Santa Ana	7/22/2020 11:12 AM	Forward NOR Resubmission	NOR

Figure 11: Creating Case Binder Records

2. The Case Binder Package page is displayed, which allows for user to enter case binder details.

The screenshot shows the 'Case Binders Create' form in the FHA CATALYST system. The form contains the following fields:

- FHA Case Number** (required, marked with a red asterisk): A text input field.
- Borrower Name** (required, marked with a red asterisk): A text input field.
- HOC** (required, marked with a red asterisk): A dropdown menu.
- Loan Number** (required, marked with a red asterisk): A text input field.
- Submission Type** (required, marked with a red asterisk): A dropdown menu currently set to 'Forward Initial Submission'.
- Comments**: A large text area for additional information.

A blue 'Next' button is located at the bottom right of the form. A callout box with a blue border and arrow points to this button, containing the text: 'Select to navigate to file upload page'.

Figure 12: Case Binder Create Form

3. Complete all required fields, which are marked with a red asterisk (*)
 - **FHA Case Number:** The case number must be 11 Characters with a hyphen after the first 3 digits i.e. 123-4567899.
 - **Borrower Name:** Name of Borrower; to be entered manually by user.
 - **HOC:** Allows user to select the Homeownership Center the case binder will be electronically submitted to (Denver, Atlanta, Santa Ana, Philadelphia).
 - **Loan Number:** Must be less than 15 digits.
 - **Submission Type:** Allows user to select one of the submissions (Forward Initial Submission, HECM Initial Submission, Forward NOR Submission, HECM NOR Submission, LRS, Test Case).
 - 4. Enter any **Comments:** Allows user to add appropriate comments for HOC review. Please limit the character count to < 1000.
 - 5. Select **Next**
 - 6. Upload the case binder file via two options:
 - Select the **Upload Files** button to select a file to upload.
 - Or Drag and Drop a file into the Upload Files section on the screen to attach the file.



- A green circle with a checkmark will appear when the file has completed uploading.
- Note: Selecting the Trash Can icon after file uploads deletes the file from the Case Binder.

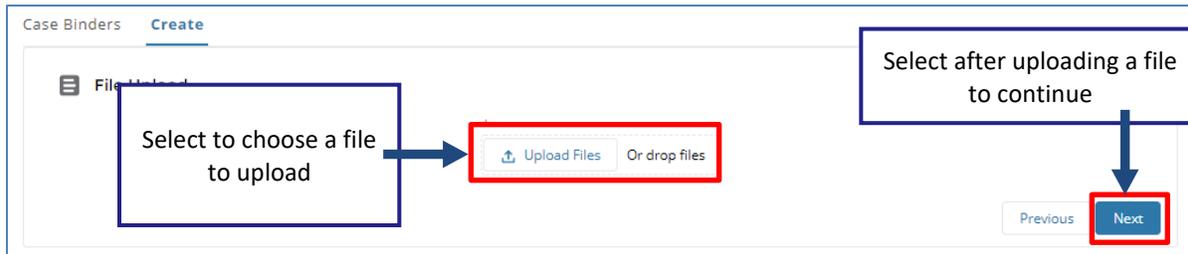


Figure 13: Case Binder Document Upload

7. Select the **Previous** button to return to the previous page.
8. Upon selecting the **Next** button, a message will appear at the top of the screen displaying “File successfully uploaded.”
9. Select **Finish** to continue. The new case binder created is displayed in the Case Binder Home Page.

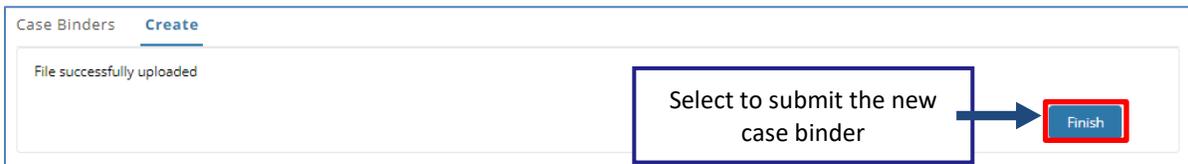


Figure 14: Case Binder Success Notification

5.2 Viewing Case Binder Details

1. To select a case binder for review, select appropriate blue hyperlink of the **ID (CB-#####)**.

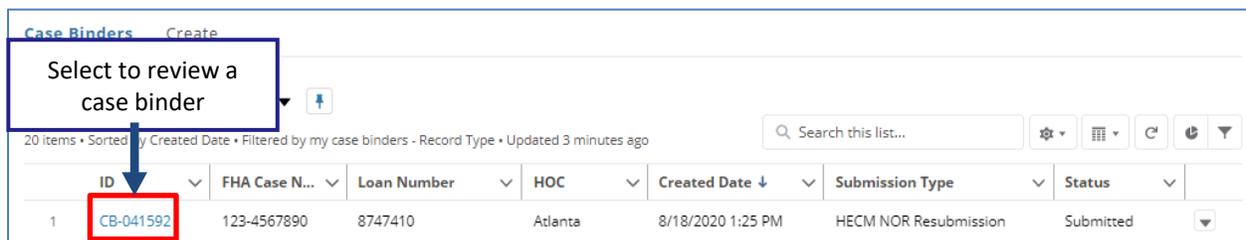
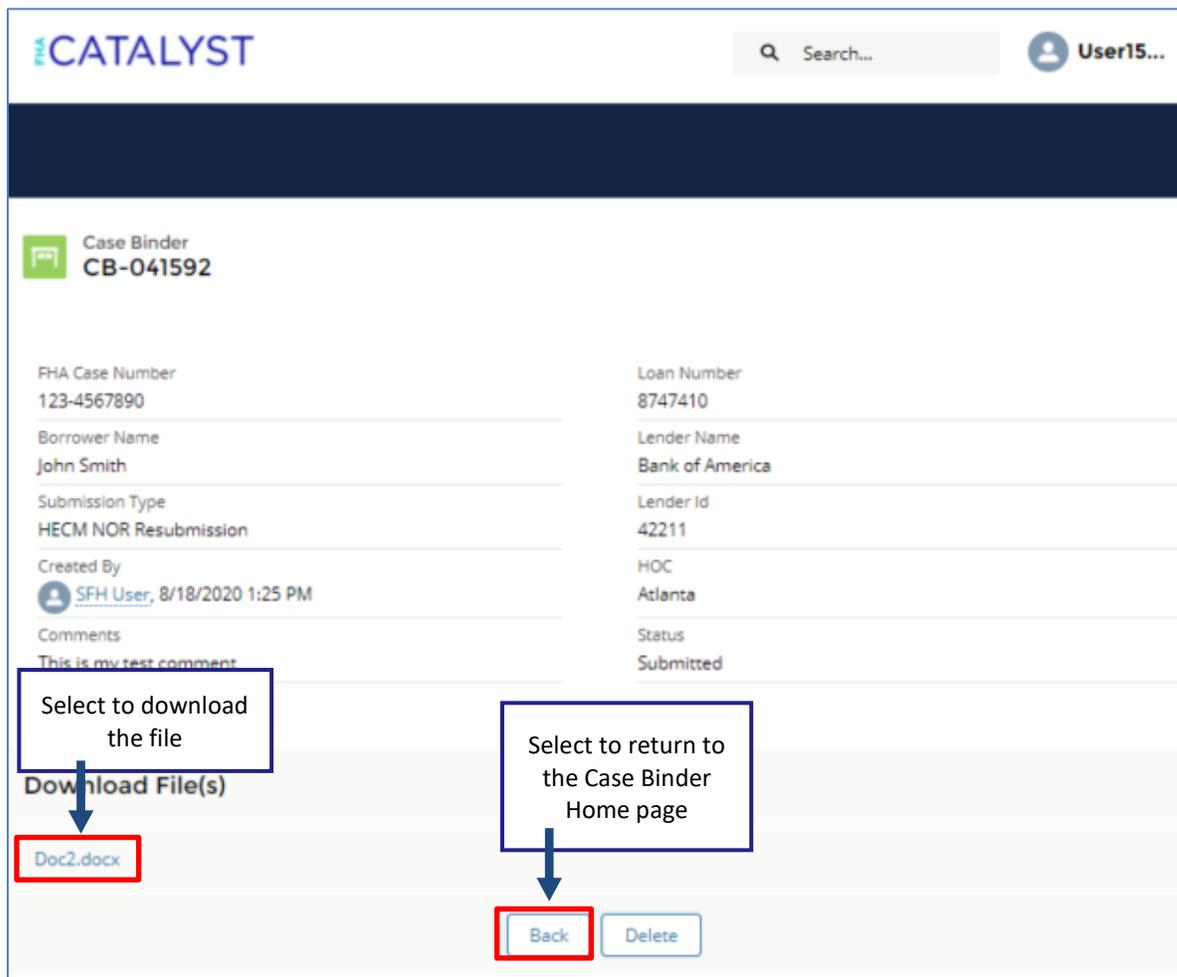


Figure 15: Select Case Binder

2. After selecting the **ID** from the Listview, the Case Binder Details page is displayed.



FHA CATALYST

Search... User15...

Case Binder
CB-041592

FHA Case Number	123-4567890	Loan Number	8747410
Borrower Name	John Smith	Lender Name	Bank of America
Submission Type	HECM NOR Resubmission	Lender Id	42211
Created By	SFH User, 8/18/2020 1:25 PM	HOC	Atlanta
Comments	This is my test comment	Status	Submitted

Download File(s)

Doc2.docx

Back Delete

Select to download the file

Select to return to the Case Binder Home page

Figure 16: Case Binder Details View

3. Select the **blue file name** to download the file that was uploaded to the Case Binder.
4. The **Delete** button is available to the Lender only when the status is set to “Submitted.”
5. Select the **Back** button to return to the Case Binder Home Page.

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6. Logging out of *FHA Catalyst*

1. To log out of *FHA Catalyst*, select your username in the upper right section of the screen.
2. Select **Logout**.



The screenshot shows the CATALYST application interface. At the top left is the 'FHA CATALYST' logo. A search bar is located at the top right. Below the search bar is a user profile dropdown menu for 'User15...'. The menu items include Home, My Profile, My Settings, My Account, Contact Support, and Logout. The 'Logout' option is highlighted with a red rectangular box. A blue box with the text 'Select to log out' and a blue arrow points to the 'Logout' option. Below the menu is a 'Case Binders' section with a 'Create' button and a search bar. A table of case binders is displayed with columns for ID, FHA Case Nu..., Loan Number, HOC, and Created Date. The table contains two rows of data.

ID ↓	FHA Case Nu...	Loan Number	HOC	Created Date	
1	CB-041604	321-8888888	2424	Denver	8/21/2020 4:09
2	CB-041602	999-1234504	9876504	Philadelphia	8/19/2020 9:54 PM

Figure 17: Logging Out

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7. Getting Help

For further assistance, please contact the FHA Resource Center:

- E-mail answers@hud.gov.
- Call 1-800-CALLFHA (1-800-225-5342). Persons with hearing or speech impairments may reach this number by calling the Federal Information Relay Service at 1-800-877-8339.
- Emails and phone messages will be responded to during normal hours of operation, 8:00 AM to 8:00 PM (Eastern Standard Time), Monday through Friday on all non-Federal holidays.

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